



SW Region's "Eye on Training" is on  
NATIONAL SECURITY PERSONNEL SYSTEM (NSPS)

## INTERPERSONAL COMMUNICATIONS

Army has identified four core competencies (Change Management, Interpersonal Communications, Coaching and Counseling, and Performance Management) that will assist supervisors and employees with the implementation of NSPS.

SW Region is pleased to offer Communicate Better on 3 October 2005 via VTT at no cost.

The SW Region is funding the tuition costs to participate. Off net sites will fund the off-net charges as appropriate.

### Communicate Better

**3 October 2005**

**0830-1600 CST**

Vendor/Instructor: Debra Smith

### Learning Objectives:

Upon completion of this course, the attendees will be able to:

- Unravel perceptual distortions and broaden their perception
- Distinguish between facts and inferences and clarify perceptions
- Use an approach for improving communication, no matter how other people are responding to them
- Build their personal power by using positive vocabulary, appropriate body language, and a professional voice tone
- Expand their listening abilities
- Practice giving and receiving feedback
- Establish rapport with people and gain their trust and respect faster

### Course Outline:

- How well do you communicate—Assessing your current communication skills
- The true goal of communication and how to achieve it
- 10 ways to broaden your perception
- Facts vs. inferences—Avoiding the landmines of superficial judgments
- Recognizing the four basic social styles—Driver, Analytical, Expressive, and Amiable
- Assessing your own social style and making appropriate changes
- Methods for communicating with challenging people
- Personal power—Using communication to project a positive image
- 3 strategies for remembering and using people's names
- Saying no—How to do it without losing your job or your friends
- The verbal stumbling blocks that sabotage credibility
- How to strengthen your vocal image through the sound of your voice
- Using body language to enhance visual image
- CARESS—A model for effective listening
- 10 tips for better listening
- The art of asking the right questions at the right time to build rapport and trust
- The power of feedback—how to give and receive it

### REGISTRATION INFORMATION

Project Officer
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### Customer Feedback

Your feedback and comments are valuable to us.



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